

Minutes of the Combined Health & Human Services Board & Committee

Thursday, March 12, 2009

Chairs Farrell and Paulson called the meeting to order at 1:01 p.m.

Board Members Present: Citizen Members Dennis Farrell (Chair), Joe Vitale, and Peter Geiss, and Supervisors Duane Paulson, and Janel Brandtjen. Citizen Members JoAnn Weidmann and Flor Gonzalez arrived at 1:10 p.m. **Absent:** Jim Jeskewitz and Michael O'Brien.

Committee Members Present: Supervisors Duane Paulson (Chair), Bill Zaborowski, Janel Brandtjen, Pauline Jaske, and Kathleen Cummings. **Absent:** Jim Jeskewitz and Gilbert Yerke.

Also Present: Legislative Policy Advisor Ann Olson, Legislative Policy Advisor Dave Krahn, Health & Human Services Deputy Director Don Maurer, Adolescent and Family Services Manager Peter Slesar, Social Worker Carla Rodriguez; Artist/Student Heri Pãa and his mother, Imelda Díaz; Public Health Supervisor Irene Ridgeman, Principal Systems Analyst Ann Christman, Senior Financial Analyst Bill Duckwitz, Senior Financial Analyst Clara Daniels, Administrative Services Manager Russ Kutz, Children & Family Services Manager Jesús Mireles, Intake & Support Services Manager Antwayne Robertson, Social Worker Sue Sevenz, Human Services Supervisor Mary Alice Grosser, Human Services Supervisor Lee Salzmänn, and Budget Manager Keith Swartz. Recorded by Mary Pedersen, County Board Office.

COMMITTEE AGENDA ITEMS

Approval of Minutes of 2-26-09

MOTION: Brandtjen moved, second by Zaborowski to approve the minutes of February 26. Brandtjen asked that an amendment be made. Motion carried 5-0 as amended

Correspondence

Copies of the following correspondence from Health & Human Services Director Peter Schuler's office were distributed.

- Community Advisory Board Update on the National Children's Study – Waukesha County Vanguard Center.
- Letter to Robertson from the Association for the Rights of Citizens with Handicaps including statistics on the Prevention Awareness and Community Education Program.
- Media article entitled "UN: Pandemic risk remains despite progress on H5N1."

BOARD AGENDA ITEMS

Approval of Minutes of 11-13-08 and 2-12-09

MOTION: Vitale moved, second by Geiss to approve the minutes of November 13. Motion carried 5-0.

MOTION: Paulson moved, second by Vitale to approve the minutes of February 12. Motion carried 5-0.

Advisory Committee Reports

Farrell noted that the advisory committees are working on the unmet needs lists for their upcoming presentations to the board and committee.

JoAnn Weidmann and Flor Gonzalez arrived at 1:10 p.m.

Announcements

Ridgeman reminded members present of the National Children's Study which will examine the effects of environmental influences on the health and development of 100,000 children across the United States, following them from before birth until age 21. The goal of the study is to improve the health and well-being of children. Ridgeman advised that an introduction to this study and informational meeting will be held on March 19th from 9:00 a.m. to 10:00 a.m. in The Oak Room at Carroll University.

COMBINED AGENDA ITEMS

Recognition of ROKS (Recognizing Outstanding Kids) Artist

Slesar advised over the last several years the department has made a concerted effort to let the young people with whom they work know that their abilities are appreciated. Slesar noted the art work in the front lobby of the Human Services Building have been created by these individuals. An art show is held each year to display the various works. This year's art show will be held on November 12 from 9:00 a.m. through 7:30 p.m. in the Brookfield Room. Over the last few years, they have asked young artists to design murals.

Slesar introduced Heri Peña who designed this year's mural for the Veterans' Services Department. Slesar also introduced his mother Imelda Díaz, and social worker Carla Rodriguez who has been working with the family. Eric Holmes, a local veteran who owns The Sign Shoppe in downtown Waukesha, was also involved in the artistic process. Paulson presented Peña with a distinguished achievement award for his work.

Public Health Update

Ridgeman indicated there was an outbreak of pertussis (aka whooping cough) in February which consumed much of the staff's time. In 2008, there were 13 cases total and in February alone there were 16. It is highly contagious so staff conduct follow-ups, tracking, and tracing exposures. The last confirmed case was on February 25. Ridgeman said with an incubation period of three weeks, they hope their interventions were successful and this disease has been curtailed.

There were five cases at the Brookfield Academy, five at Horizon Elementary School in Pewaukee, one at KinderCare day care center in New Berlin, and three at Rose Glen Elementary School in Waukesha.

Each of the children were up-to-date with their immunizations including pertussis, however, the vaccine does wane off as an individual gets older. The State of Wisconsin believes this outbreak was contracted by adult workers. Pertussis symptoms are relatively mild for adults. The State believes the pertussis vaccine is 80% effective.

Public Health Governance Essential Service #5

Ridgeman distributed information on this governance standard which is to develop policies and plans that support individual community health efforts. To accomplish this, the governing body: 1) maintains and annually assures the availability of appropriate documentation such as a statutory charter describing its legal authority; 2) maintains and annually reviews documentation of its mission statement or other strategic planning statement; 3) assesses and advocates for adequate resources and organization support for the local health department's contributions to the provision of Essential Public Health Services; 4) supports planning processes for community health improvement and works to strategically align community resources for these activities; and 5) supports planning processes for all-hazards emergency response and works to strategically align community resources for related activities.

Ridgeman highlighted her other handouts which included an excerpt from the strategic plan about maintaining a Level I and Level II status as well as a letter from the State of Wisconsin regarding this issue. Also distributed were copies of enrolled Ordinance 146.109 which establishes the powers and duties of the Health & Human Services Board and establishes a Public Health Division within the Health & Human Services Department.

Information Systems Update

Maurer advised that Christman, a staff member of the Health & Human Services Department's Information Services Division, maintains the Health & Human Services Department's day-to-day systems operations. Christman noted there are three major systems in the department: People Link is for case tracking and accounts payable, Avatar PM is for scheduling and accounts receivable, and WiSACWIS (Wisconsin Statewide Automated Child Welfare System). Her area supports those three systems and provides training, security, reporting, and set-up, and maintains their portions on the Intranet/Internet.

Christman said 32 projects have been identified for this year but she doubts all will be completed. She advised ten projects were completed last year which was good. Regarding this year's list, some of those projects may go away due to the upcoming People Link replacement. They are hoping to replace People Link, primarily due to cost ineffectiveness, with another Avatar module. Being able to implement another Avatar module would also save staff time and reduce workload. Christman said this is a huge project and is part of a capital project. Scheduled for 2010/2011 is the electronic health records case management system. The countywide cashing project as it pertains to their department is small but they are participating in this project. They hope to get to, what they call the 835 project, for HIPAA electronic data interchange transactions. This involves receiving an electronic file from Medicare/Medicaid as opposed to a paper file. This will also save time and effort. They are also doing an interface between the Avatar accounts receivable system and the collections system in the Department of Administration. This is currently paper as well. They will also be moving to a product that will make data more secure by limiting employee access. This is also being done countywide.

Child Abuse/Neglect Overview of Procedures, Issues, Case Situations

Robertson distributed copies of "An Overview of the CPS (Child Protective Services) Process," a flow chart which he explained further. Mireles played a video which gave an overview of child protective services and what it's like to be a social worker in this field. Salzmann supervises the Access Unit – the front door or intake. All reports of child abuse and neglect start in Access and a report is generated. After a full, detailed investigation/assessment and findings, cases are either

opened for further services or closed. CPS staff work closely with law enforcement so they can ensure children are safe and reduce as much trauma to a child as possible. The C.A.R.E Center facilitates forensic interviews and medical examinations for children, all on the premise of reducing trauma by doing it once and doing it right the first time. Salzmänn said the issue of safety is ever-present. There are instances when a child needs to be removed from the home and placed with a relative, foster care, etc. Formal court proceedings may also be necessary.

Grosser said the unit that investigates in-home services is very experienced. In-home services involves children staying in the home with their parents who had issues which were brought to the department's attention. These issues may involve alcohol or drugs, mental health, anger control, etc. The underlying issues are still there and that is where their job comes in – to start addressing those issues long term. There is often quite a bit of defensiveness by families and because they are often in crisis at this point, it can be a very chaotic time. Staff focuses on building relationships with the families to overcome their denial and defensiveness. Grosser distributed copies of "Parent Guide to the Juvenile Court CHIPS Process" to help families through this process. Grossman said currently in her unit, there are three families in homeless shelters and there are 15 cases involving what they call intensive in-home services. There are currently ten cases with Dr. Amy Schley's team for parenting skills, behavioral management, etc.

Sevenz distributed agenogram of a family (all names have been changed) and the array of services currently being provided. These include counseling and monitoring by a CPS social worker, Catholic Charities including parenting classes, low income housing, Women's Center services including counseling and legal advocacy, The C.A.R.E. Center and Children's Place for counseling, services by the Dr. Amy Schley team, school contacts by the social worker, and Mental Health Clinic services.

Geiss asked if we are adequately resourced to keep kids safe. Mireles said staff are very stretched out. Currently, about 90% of their cases involve court which is time consuming. This figure used to be about 50%. Also, due to the economy, agencies are unable to fully fund some services. A reduction in services could result in more foster care. Grosser said as a supervisor she will often step up to the plate and help the workers manage and prioritize the workload to keep kids safe. They would never remove a child from the home due to workload; only if something happened in the home that created a higher level of risk. Maurer said the state level of funding continues to decline. As an agency and as much as possible, they have decided not to make those reductions in child welfare. While they have insulated staff positions in child welfare, they have not been able to insulate some of these community resource contracts.

To answer Zaborowski's question, Sevenz said including the family she described earlier, her current caseload is 13. To answer Brandtjen's question, Robertson said there were a total of 1,722 reports in 2008: 615 were screened-in and 1,107 were screened-out (CPS determined that no allegations meet statutory requirements for abuse or neglect). Weidmann asked what the recommended client to worker ratio is. Maurer said this ratio has been set by the State and we're currently at the recommended level. However, problems arise when there are staff vacancies.

Update on Governor's Proposed Budget 2009 – 2011

Maurer said staff have had a very early look at the governor's budget and after a more in-depth review, we could find some improvements or we could find more issues of concern. Maurer distributed copies of "Preliminary Analysis of Major Fiscal Impact Concerns in Governor's

Proposed Budget – 3/12/09.” He said we could see a \$2.1 million reduction for the department affecting four big areas: child welfare, mental health, juvenile justice, and income maintenance. Copies of “Community Aids History and Impact on WCDHHS Since 1995 (Draft Revision 10/22/08)” were distributed.

Maurer noted that community aids has not increased for 15 years even though caseloads have increased and new State requirements have been mandated. The County has tried to step forward and provide reasonable tax levy every year and many years, higher than the rate of inflation. The Health & Human Services Department has gotten a disproportionate share of levy compared to some other departments. While the County has tried to deal with this reality, the state has not.

Maurer said if a child has significant mental health or advanced substance abuse with mental health issues they may go to special programs at one of the institutes such as Winnebago. This is covered under Medical Assistance – a State/Federal program – 57% paid with federal money and 43% paid with State money. Because of the big deficit in Madison, the State is proposing that counties who send children to institutions under Medical Assistance will have to pay the State share of 43%. This is now being referred to as the non-Federal share.

Regarding juvenile justice, Maurer said one of the reasons Waukesha County has been successful in is that we’ve used our youth aids funding for community service programs to get to kids as soon as possible and divert them from correctional placement. It is now being proposed at the State level that youth aids funding be cut yet again. Probably because of our lower placement numbers, Waukesha County won’t fare well in the new formula.

Maurer advised the income maintenance caseload has increased 10% in the last 12 months alone, primarily due to the economy. The State is proposing to cut resources to counties: an across-the-board reduction of 1% and a supplemental amount which we’ve had for the last five or six years will be eliminated as well.

Krahn went on to review the handouts as outlined and he highlighted additional cuts affecting other units of government.

MOTION: Jaske moved, second by Brandtjen to adjourn the committee meeting at 4:31 p.m. Motion carried 5-0.

MOTION: Vitale moved, second by Gonzalez to adjourn the board meeting at 4:31 p.m. Motion carried 7-0.

Minutes recorded by Mary Pedersen

Approved on _____
Date